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| PUBLIC EMPLOYEES' RETIREMENT SYSTEM PERS-HRD-88 (Rev.) (PC) | | Title of Position Assistant Information Systems Analyst |
| POSITION DUTY STATEMENT PLEASE WRITE JOB #6867/PC IN THE JOB TITLE SECTION OF YOUR STATE APPLICATION (STD 678). | | Division and/or Subdivision Technology Services and Support Division (TSSD) |
| INSTRUCTIONS: The Executive Officer is required by Government Code Section 18805 to report (or to record) "... material changes in the duties of any position in his jurisdiction." The Position Duty Statement is used for this purpose. Enter identifying information and effective date at the right. Enter brief description of each of the important duties and responsibilities of the position below. Group related duties in numbered paragraphs and indicate the proportion of total work time occupied. Prepare copies for employee assigned to the position and his/her supervisor. | | Location of Headquarters 400 Q Street, Sacramento, CA 95814 |
| | | Class Title of Position Assistant Information Systems Analyst |
| | | Position Number 275-812-1479-019 (2099) |
| | | Effective Date 6/1/2010 |
| Percent of Time Required | Under supervision of the Staff Information Systems Analyst Supervisor, within the Technology Services & Support Division (TSSD), the Assistant Information Systems Analyst (Asst ISA) is responsible for monitoring and analyzing operations demonstrate initiative and perform technical support duties to maintain systems in operations as well as monitoring systems in the Computer Operations Unit. This position will serve as part of a team supporting a 24/7 environment and will perform tasks in support of multi-function information processing systems, activities and related tasks associated support of various CalPERS systems and production processing. The work schedule for this position includes working weekends, holidays, overtime, and coverage for all shifts. | |
| 40% | Monitors production events, which are defined as detectable or discernable occurrences that have significance for the management of the IT infrastructure, such as application or infrastructure failures, and escalate as needed. Provides assistance with first-level troubleshooting, problem isolation and resolution of system problems including hardware, software, and interoperability, integration, and configuration issues. | |
| 20% | Receives customer calls to the Service Desk; creates, updates, and closes Service Desk tickets, and ensures problems are resolved in a timely manner. Provides assistance with first-level troubleshooting, problem isolation and resolution of hardware, software, applications, and network-related problems. When necessary, escalate problems to appropriate support groups. | |
| 15% | Assists in analysis, development, implementation, and maintenance of production operation instructions and procedures for CalPERS information processing systems. | |
| 15% | Assists with operations and maintenance of print room equipment (laser/impact printers, buster/trimmer, and pressure seal) for printing reports and separate, trim, burst, and route printed output distribution of reports to the appropriate locations. Assists in training for new and current staff on the operational procedures and system commands of the printers and pressure & seal and the automated office systems. | |
| 10% | Manages media (such as tapes) and media libraries used for backup and restore operations. Completes Offsite Storage/Disaster Recovery tasks, including weekly travel to CalPERS backup data center in Rancho Cordova. | |